

AHCA/NCAL National Gold Quality Award Workshop

October 29, 2019

NCHCFA
5109 Bur Oak Circle
Raleigh, NC 27612
919-782-3827

Registration:
8:00 am - 8:30 am

Seminar:
8:30 am - 5:00 pm

Cost:
NCHCFA member - \$125
**light breakfast and lunch
included*

This seminar has been
approved by the
NC State Board of
Examiners for NHA for
7.0 Administrative hours.

NCHCFA is a registered
sponsor of continuing
education with the NC State
Board of Examiners for
NHA.

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The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program. The Quality Award program has three progressive step levels. This workshop will cover the third and final level, GOLD – Excellence in Quality. Recipients of the Gold Award are considered the best of the best in the profession.

At the Gold Award level, applicants must show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction. By completing the Gold level criteria, organizations take their quality journey to a higher level through the valuable feedback received in the application process and thereby reaching organizational goals. Gold applicants address the [Baldrige Excellence Framework](#) in its entirety. Applicants are required to receive the [Bronze – Commitment to Quality](#) and [Silver – Achievement in Quality](#) Awards before applying at the Gold level.

Preparing an application for a Gold AHCA/NCAL National Quality Award is a big step up from the Silver Award application. In the past 3 years only 14% of Gold Award applicants have earned site visits. This workshop helps identify and prevent the 5 most common reasons for not earning a site visit. By mastering the performance excellence fundamentals, creating your application plans, and refining your application skills will give you a head start on your 2020 Gold Award Application.

Suggested participants for this workshop are administrators or executive directors and directors of nursing, admission coordinators, along with other leadership team members - including owners. A team approach is the most effective method to develop your application in a manner that makes it your “management document,” and not just an award application.

This session includes a full day of training and consultation on how to complete the AHCA/NCAL Gold Quality Award Application including Category 7, the most technical section of the Silver and Gold Quality Award applications with over 45% of total points allocated. This will provide a better understanding of how the Category 7 is reviewed and scored by the examiner to ensure this section of the application will earn enough points to cross the minimum scoring threshold.

Lunch and beverages will be provided to attendees. Please bring your Silver feedback report.

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PRESENTERS

James Krob

James has been in Long term care for almost 30 years with almost 25 of those years as a nursing home administrator. James' undergraduate degree is in psychology and while obtaining his Master's Degree in Business Administration from Ashford University, James studied many courses in Quality Improvement practices which encompassed all sectors of business including healthcare. James has been part of the ACHA quality awards for many years with several different companies. James has written and won two bronze awards and a silver award. James started with the ACHA quality award program as a Senior Examiner, reviewing Silver Awards and providing feedback to allow the applicants an opportunity to continue to grow in their quality journey. Over the last two years, James has been a Master Examiner reviewing gold level award applications, providing feedback and site visit reviews.

Eric Kivisto, Director of Policy, NC Health Care Facilities Association

Eric coordinates the various projects that provide members with information, resources and direction as to how best to access various quality improvement programs. Eric assists district committees to identify opportunities and target initiatives and projects to continue LTC enhancement in NC. Eric is the staff liaison for NCHCFA Quality Committee and supports the Standards and Ethics Committee and Council on Provider Relations. Eric also serves on the NC Culture Change Coalition and the American Health Care Association's Quality Improvement Committee. Eric works closely with NCHCFA staff and members to help achieve their Quality Improvement goals. In addition, he helps coordinate AHCA's LTC Trend Tracker and Quality Awards program use among NCHCFA member facilities. Eric is also a resource on CMS rules and helps members deal with the myriad of CMS regulations that impact skilled nursing care centers. Prior to joining NCHCFA in 2008, Eric spent three years as a facility surveyor with the North Carolina Division of Health Service Regulation. Originally from Michigan, Eric, brings more than fifteen years of experience as a social worker and a marital and family therapist. He graduated from Hope College in 1992 and received a Masters of Social Work from Wayne State University in Detroit in 1996.

You must notify NCHCFA in writing within 48 hours of the seminar to be eligible for a refund. Charges will still apply if a registrant fails to attend or cancels less than 48 hours in advance. An alternate may be sent. NCHCFA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the seminar date and full refund will be issued.

Facility: _____

Address: _____ City/State/Zip: _____

Phone: _____ Email: _____

Confirmations will be emailed to this address

Please list below the names of all persons registering, and their Administrator license number *if applicable*:

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Name: _____ Admin #: _____

Method of Payment

Check Enclosed Visa MasterCard Invoice Me (NCHCFA members only) American Express

Credit Card Information: _____ Expiration Date: _____ 3-Digit Security Code: _____

Authorizing Signature: _____

Register online at www.NCHCFA.org OR fax your registration form to (919) 787-8418